



ONLINE DOCUMENT

# PanaVOICE User Guide

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Integrated Voice Processing System

# User Guide

**Panasonic®**

**DBS™**  
Digital Business System

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### Welcome to PanaVoice!

PanaVOICE Voice Processing is a simple yet powerful system that can greet your callers and record your messages. You will find it quick and easy to use.

With PanaVOICE, you can control how your mailbox takes messages and plays them back. You can control how calls are transferred to you. And you can change these features whenever you like, from any touchtone telephone.

### It is Easy as 1, 2!

There is no need to remember complex codes to use the system's many features. Just press 1 for "Yes," 2 for "No." The conversation leads you step-by-step through all your options with easy, yes-and-no questions.

**1** = YES

**2** = NO

### If You Prefer Menus

If you prefer, your system manager can set you up for menu operation. You will then hear a series of quick option menus in place of the system's yes-and-no questions.

### If You Have Keypad Letters

PanaVOICE is flexible! If you have letters on your telephone keypad, you may send messages by spelling a name. Otherwise, you may send messages by entering an extension number.

### Try it Now

Read through this guide to learn the basics of the system's features. Or just try it and learn as you go. It is that easy.

The first thing to do is call the system and personalize your voice mailbox. This will make your mailbox ready to use and enroll you on the system as a **subscriber**. The system will ask you a few simple, yes-and-no questions to allow you to record your name, spell your name (if required), record your personal greeting, and set your security code.

Your system manager has assigned a **Personal ID** number to you. As soon as you hear the system greeting, enter your Personal ID. This tells the system who you are and allows you to check messages or leave messages.

You should also set a **security code** that is known only to you. This keeps someone else from using your Personal ID to hear your messages. You may change your security code as often as you like.

## Your Personal Greeting

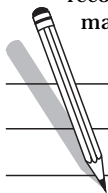
Callers hear your personal greeting before they leave you a message. For example:

“Hello, this is Pat Green. I can’t take your call at this time. Please leave a message.”

You can record and change your greeting from any touchtone phone.

If you don’t record your own greeting, the system will greet callers with your name or extension number.

Write out your greeting here, so you can record it when you personalize your mailbox:



## To get started

1. Call the system, using the number on the back cover.
2. When you hear the system’s greeting message, dial your Personal ID. (It’s also on the back cover.)
3. Follow the system’s easy yes-and-no questions. Press 1 for yes and 2 for no. If you are unsure of any option, just press 2 for no. You can always change any option later.
4. When the system tells you your mailbox is set up, press 1 to confirm your settings.

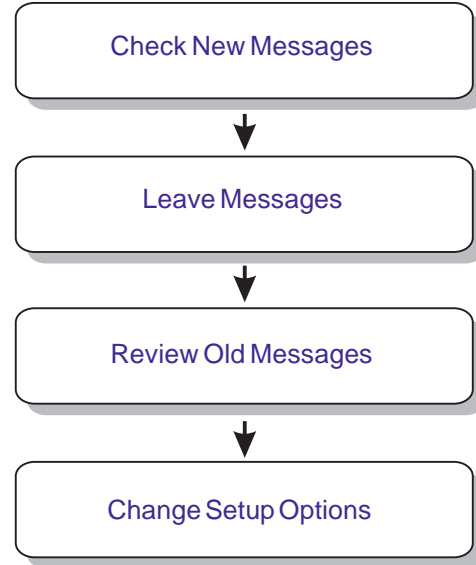
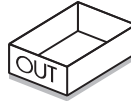
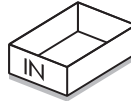
## 2 The Conversation Has Four Parts

Whenever you call to check messages, the system starts a conversation with you that has four basic actions:

- Check new messages
- Leave messages
- Review old messages
- Change setup options

For each action, you'll hear a yes-and-no question, for example: "Would you like to leave any messages?" If you press 1 for yes, the system will lead you step-by-step through the action you want.

Your conversation with the system always has these four basic actions, in this same order, so you know what to expect.



New messages are messages you have not yet heard. The system will notify you when you have new messages waiting.

To hear your new messages, you can call the system and enter your Personal ID and security code. The system tells you how many new messages you have and asks if you want to hear them.

The system sorts your new messages in a **message stack**. It plays all urgent messages first, then all regular messages. The system also sorts your messages by sender. For example, it plays all the urgent messages from one person first, then the urgent messages from the next person.

If the system doesn't know who sent a message, it says that the message is from "your message box."

## It Is Easy to Reply

After you hear the messages from a subscriber, you can immediately leave a reply, without pressing another key. Or, if you do not want to reply, press 2 to hear the next person's messages.

## Playback Keys

During a message, you can press several keys to control how the system plays the message.



## Volume Control

You can press 5 once to play a message quieter, or 55 to play it louder. Pressing 5 a third time returns the message to normal volume.

## To check new messages

1. Call the system.
2. Enter your Personal ID and security code.
3. Press 1 to check new messages.

## To immediately reply to a message

After hearing all the messages from a person, wait for the beep, then record your reply.

# How to Leave Messages

It's easy to leave a message to another subscriber. Call the system, enter your Personal ID and security code. You can listen to your new messages or skip over them. When you are asked "Leave messages?", press 1 for yes.

Enter the person's last name or extension number. Then record your message at the beep.

When you've finished your message, simply wait a few seconds or press \*.

## Press 8 to Pause

To stop a moment while recording your message, press 8 to pause. Press 8 again to continue recording.

## Press # to Start Over

While recording a message, you can press # to erase what you've recorded and start over from the beginning.

## Additional Options

Depending on system settings, you may be able to mark a message for **special delivery**. The system will tell you when this option is available.

## Canceling a Message

To cancel a message you've already sent, start to send another message to the same person. If the person hasn't heard your last message, the system will let you cancel it. You can then record a new message, if you want.

## Message Addressing Tips

- When spelling a person's last name, use a "wildcard" key (typically 1 or 0) for any letter in the last name you don't know.\* Press three "wildcards" (like 111) to hear a list of all the names on the system that you can send messages to.
- Press ## to switch between choosing a person by name and choosing by extension number.
- You can also send messages to your guests and message groups.

## While Recording



||| Pause



Start Over

## To leave a message

1. Call the system. Enter your Personal ID and security code.
2. When asked "Hear new messages?", press 2 for no. When asked "Leave messages?", press 1 for yes.
3. With keypad letters, spell the person's name. Otherwise, press the person's extension number.
4. Press 2 until you hear the name of the person you want, then press 1 for yes.
5. Record your message at the beep.

## To cancel a message

1. Start to send another message to the same person.
2. If the person hasn't heard your last message yet, the system asks if you want to review it.
3. Press 1 to review any unheard messages.
4. When you hear the message you want to cancel, you may press 2 to interrupt it.
5. Press 1 to cancel the message.

\* This feature may not be available at your

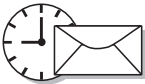
When you leave a message, you can mark it for **special delivery**. There are four special delivery options available:



**Urgent**—Heard first, before regular messages.



**Private**—Cannot be redirected to another person.



**Future Delivery**—The message is sent at the time and day you specify.



**Return receipt**—The system always tells you when the person has heard the message.

You can mark a message for more than one special delivery option. You can also change or add to the special delivery settings of a message you've already sent.

You may not have access to all four special delivery options. The system will tell you which options are available, whenever you leave a message with special delivery.

## To mark a new message for special delivery

1. Record the message. When you are finished, the system will ask if you want to mark the message for special delivery.
2. Press 1 to request special delivery.
3. Select the special delivery options you want.
4. For future delivery, choose the day and time to send the message.
5. The system will confirm what options have been selected. Press 1 to send the message or 2 to change special delivery options.

## To change a message's special delivery options

You can change special delivery only on messages that have not yet been received.

1. Start to send a new message to the person. If the person has not yet received all your messages, the system lets you review them.
2. Press 1 to review any messages that are waiting.
3. Listen to the message, or press 2 to interrupt it.
4. The system asks if you want to cancel the message. Press 2 for no.
5. Press 1 to change the message's special delivery options. You can add or change multiple options.
6. Repeat steps 3 through 5 for each message you want to change.

# How to Review Old Messages

Once you've heard a new message, the system will save it for a short time as an old message (for example, until midnight). You can **review** these old messages and hear them again.

The system will tell you how many old messages you have available to review. The system sorts old messages in a message stack, like it does for new messages. It plays all the old messages from one person first.



Check New Messages



Leave Messages



Review Old Messages



Change Setup Options

Then it plays the old messages from the next person.

## Redirecting or Archiving Messages

After you listen to an old message, the system will ask if you want to redirect it or archive it.

- **Redirecting** a message sends a copy of it to another subscriber.
- **Archiving** a message keeps it for a longer time than usual.

## To review old messages

1. Call the system. Enter your Personal ID and security code.
2. Press 2 for no, until you are asked to review old messages. Press 1 for yes.
3. The system will say the name of each person with messages for you to review. Press 2 until you hear the name of the person you want, then press 1.
4. Listen to the old messages from that person. Press \* to skip over any message, without changing its status.
5. You may press 2 to interrupt a message, if you wish to redirect or archive it immediately.

After you listen to an old message, it **is deleted immediately**. If you wish to save it longer, you must archive it.

You can **redirect** a message to another subscriber. The subscriber will receive a copy of the message you received.

While you listen to the message, press 2. The system will ask if you want to redirect the message. Press 1 for yes. Enter the person's last name or extension number. When you hear the name of the person you want to copy the message to, press 1 for yes.

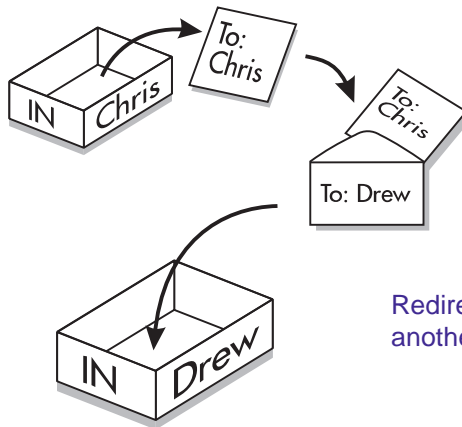
You may record a new introduction to the message, if you want, to explain why you redirected it.

## Private Messages

The sender of the original message may mark it private. **Private messages cannot be redirected.** The system will tell you if a message is marked private.



You cannot redirect a private message.



Redirecting a message copies it to another subscriber's mailbox.

## To redirect a message

This works for both old and new messages.

1. While listening to the message, press 2.
2. Press 1 to confirm that you want to redirect the message.
3. With keypad letters, spell the person's name. Otherwise, press the person's extension number.
4. Press 2 until you hear the name of the person you want, then press 1 for yes.
5. Press 1 if you want to record an introduction to the message. Otherwise, press 2.
6. Press 1 if you want to set any special delivery options. Otherwise, press 2.
7. Press 1 to redirect the message to anyone else. Otherwise, press 2.

# 8 How to Archive a Message

The system saves messages you've already heard for only a short time (for example, until midnight). If you want to keep a message for a longer period of time, you can **archive** it. The system manager can tell you how long your system saves archived messages.

You archive a message in much the same way you redirect a message. While you listen to the message, press 2. The system will ask if you want to redirect the message. Press 2 for no. The system then asks if you want to archive the message. Press 1 for yes.

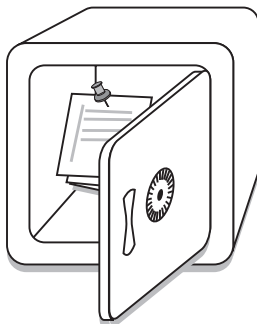
The system deletes old messages after a short time.



You can hear your archived messages when you review old messages. The only difference between archived messages and old messages is that archived messages are saved for a longer period of time.

## Listen to a Message, Then Archive It Again

Listening to an archived message removes its archive status. After you listen to it, it will be deleted to make room for new messages. If you listen to an archived message and want to keep it for a longer period, be sure to archive it again.



Archive a message to keep it longer.

## To archive a message

This works for both old and new messages.

1. While listening to the message, press 2.
2. Press 2 to avoid redirecting the message.
3. Press 1 to archive the message.

After you listen to an old message or archived message, it is **deleted immediately**. If you wish to save it longer, you must archive it each time you listen to it.

## Leaving a Personal Message

If you call another subscriber and he or she is not available, your call may be transferred to the person's voice mailbox. If you then enter your Personal ID, you can leave the subscriber a personal message. Leaving a personal message lets you use the voice mail features which are not available to outside callers.

To leave a personal message, listen for the start of the subscriber's mailbox greeting. *Immediately* enter your Personal ID and security code. The system will ask if you want to leave a personal message. Press 1 for yes. If this person left you any new messages, you'll get a chance to hear them first, then you can record your personal message.

## Leaving a Message without your ID

Of course, you can leave a message even without entering your Personal ID. However, the person then receives your message as if



When you hear another subscriber's mailbox greeting, enter your Personal ID.

it were from an outside caller, and will have to dial your extension to reply to you.

## To leave a personal message

1. Call another subscriber.
2. If you hear the person's voice mail greeting, *immediately* enter your Personal ID and security code.
3. Press 1 to leave a personal message.
4. If the subscriber left you any new messages, you'll get a chance to hear them first. You can then record your personal message.

## Keypad Shortcut

During the subscriber's greeting, enter:  
Personal ID + security code + 1 1

# 10 Directory Assistance

It's easy to find out the extension number of any subscriber on the system by dialing the system's **directory assistance**.

There are two forms of directory assistance. Your system may use one or both forms of directory assistance. Callers with letters on their telephone can use the **automatic directory**, which identifies subscribers by their last name. All callers can use the **numeric directory**, which can group subscribers by department, location, or some other category.

Your system manager can tell you the extension number to dial to reach your

system's directory assistance. Write it here, so you'll have it when you need it.

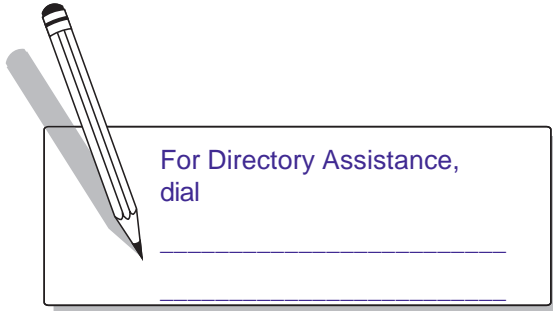
## Removing Yourself from Directory Assistance

You can remove yourself from the *automatic directory*, so that you have an "unlisted" extension. If you want, you can later add yourself back to the automatic directory, from any touchtone telephone.

To change your listing in the *numeric directory*, contact your system manager.

## To add or remove yourself from the automatic directory

1. Press 2 for no until you hear "Access Setup Options?" Press 1 for yes.
2. Press 2 for no until you hear "Change your personal options?" Press 1 for yes.
3. Press 2 for no until you hear "Change your directory listing status?".
4. Press 1 to be listed in the automatic directory or press 2 to be removed from the automatic directory.



For Directory Assistance, dial \_\_\_\_\_

\_\_\_\_\_

**Message groups** let you send the same message to many people. A message group is simply a distribution list for messages you send to the group. You send a message to a group just like you send a message to a subscriber, identifying the group by name or group number.

Your system manager may create message groups for you. You can also create and edit your own message groups by phone.

You create or edit groups as part of your setup options. Once you create a group, you can add or delete subscriber names from the group.

## Private and Open Groups

You can create two kinds of groups: private and open. If you create a **private group**, only you can send messages to it. If you create an **open group**, any subscriber on the system can send messages to the group. You can send messages to your private groups and to any open group on the system.

## Named Groups vs. Numbered Groups

Your system will use either named groups or numbered groups. You can select named groups using letters on your telephone to spell the group's name. You can select numbered groups by pressing a special group ID, then pressing the group number.

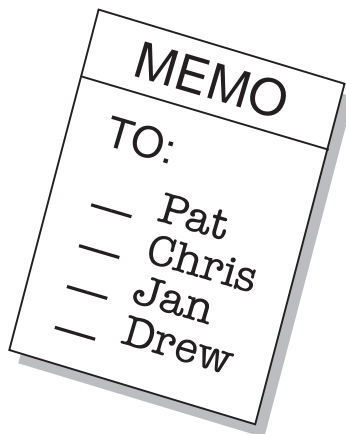
The system will tell you what ID to use for numbered groups.

## Dispatch Option

Usually, every member of a group will hear a group message. However, your system manager can set certain groups for **dispatch** distribution. A message sent to a dispatch group is heard only by the *first* person to receive the message.

## Who Got My Last Message?

The system will tell you once *everyone* in a group has received your message. If you



don't get this confirmation, you may ask the system to tell you who in the group has *not* heard a message yet.

## To leave a group message

1. Call the system. Enter your Personal ID and security code.
2. When asked "Hear new messages?", press 2 for no. When asked "Leave messages?", press 1 for yes.
3. Spell the group name, or press the special group ID and group number. Press 2 until you hear the name of the group you want, then press 1.
4. Record your message at the beep.

## To list who has not heard a group message

1. Start to send a new message to the group.
2. The system will say that some members have not heard your last message. Press 1 to review the message.
3. Listen to the message or press 2 to interrupt it.
4. Press 2 to avoid canceling the message.
5. Press 1 to list who has *not* heard the message. Press \* to stop the list.

# How to Change Your Setup

The fourth part of the system conversation lets you **change setup options**.

You can use any touchtone telephone to change many aspects of your personal setup. You can change your personal greetings, message groups, call transfer options, message delivery settings, security code, name on the system, and directory listing.

The next few pages describe these setup options and how to change them.

## Setup Options Adjust to You

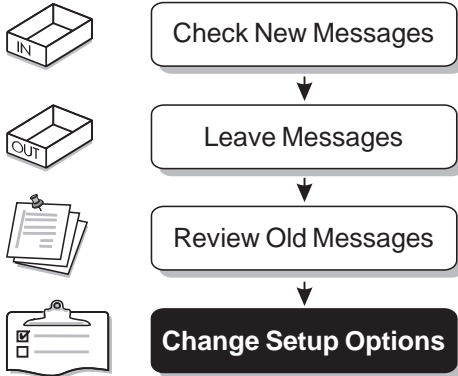
If you are satisfied with your setup as is, you do not have to change it. Most people find they rarely change their setup options. But if your needs change, it's easy to adjust your options from any touchtone telephone.

## It's Easy as 1, 2!

When you want to make a change, the system leads you step-by-step through all your setup options with a series of simple, yes-and-no questions. You can easily experiment with different options, knowing you can always change them back. Feel free to try it, listening to the setup option questions and pressing 1 for yes and 2 for no.

## Help is Available

If you don't know how to proceed when the system asks you a question, you can press 3 to hear a help menu of options at that point.



## Four Sets of Options

There are four kinds of setup options that you can change over-the-phone:

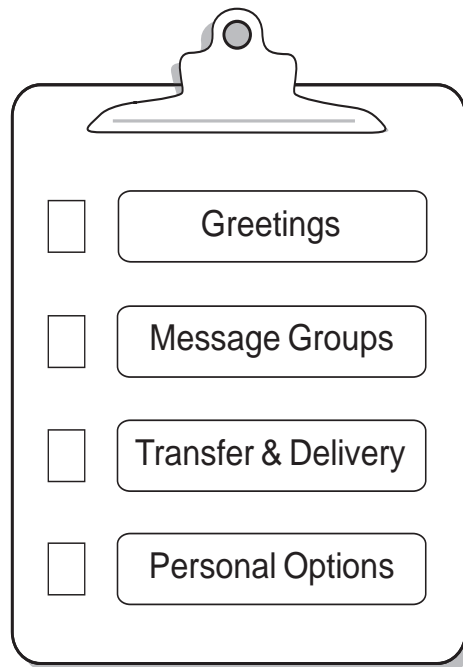
- Personal Greetings
- Message Groups
- Call Transfer & Delivery Options
- Personal Options

## Keypad Shortcuts

If you frequently change just one or two setup options, such as your personal greeting or your message groups, you can use a keypad shortcut to jump directly to that setup option. A list of keypad shortcuts appears later in this guide.



Change Setup Options



Greetings

Message Groups

Transfer & Delivery

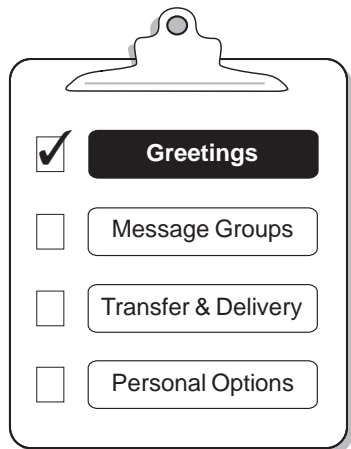
Personal Options

# Changing Your Greetings

Outside callers hear your personal greeting before they leave you a message. For example:

“Hello, this is Pat Green. I can’t take your call at this time. Please leave a message.”

If you don’t record your own greeting, the system will greet callers with your name or extension number.



## Your Alternate Greeting

Your voice mailbox has two greetings, a **standard greeting** and an **alternate greeting**. Record an alternate greeting to use on special occasions. For example, you might use an alternate greeting for days you are on vacation or working at another site. By recording both a standard and an alternate greeting, you can switch back and forth between the two without having to re-record your greeting each time.

- Standard Greeting**  
“I’m unavailable at this time.  
Please leave a message.”
- Alternate Greeting**  
“I’m out of the office today, but will  
return tomorrow.”

## To change your greeting

1. Press 2 for no until you hear “Access Setup Options?” Press 1 for yes.
2. Press 1 to change your greeting.
3. Listen to your current greeting.
4. Press 1 to switch to your other greeting (standard or alternate). Otherwise, press 2.
5. Press 1 if you want to re-record the greeting you’ve selected. Otherwise, press 2.

As part of setup options, you can create your own message groups. Each group you create has its own number or name. If you send a message to the group, the message will be copied to all group members.

## Private and Open Groups

If you create a **private group**, only you can send messages to it. If you create an **open**

**group**, other subscribers can also send messages to the group. You can send messages to your private groups and any open group on the system.

## Named Groups vs. Numbered Groups

Your system will use either named groups or numbered groups. You create named groups using letters on your telephone to spell the group's name. You create numbered groups by pressing a three-digit group number.

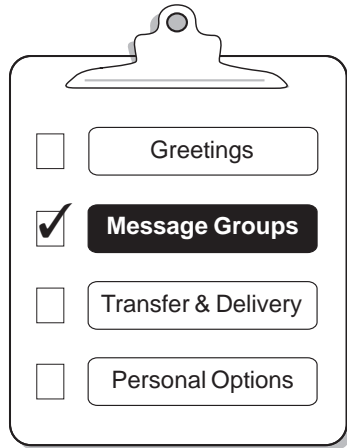
## Record a Group Name

Be sure to record a name for the group. The system plays the group's recorded name whenever you leave a group message, so that you know you have the right group.

The recorded name should match the group number or spelled name you give your message group. Remember, too, that open groups created by others may have similar numbers or names which could be confusing.

## Groups and the Wildcard

You can use the "wildcard" key\* to search for named or numbered groups. You should *not* use the wildcard digit (usually 0 or 1) when you *create* your group's spelled name or number.



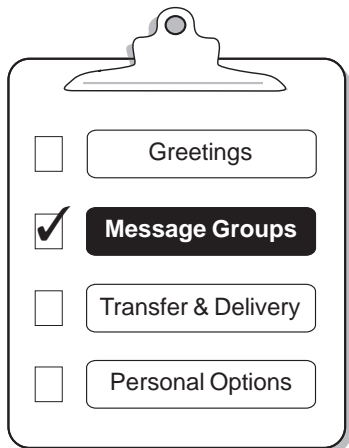
## To create a group

1. Press 2 for no until you hear "Access Setup Options?" Press 1 for yes.
2. Press 2 for no until you hear "Change your groups?" Press 1 for yes.
3. Press 1 when asked to create a new group.
4. For numbered groups, press a three-digit group number. For named groups, press the first three letters of the group's name.
5. Press 1 to confirm the group number or name, or press 2 to change it.
6. Record a name for the group. Press \* when finished.
7. Press 1 to create an open group or 2 for a private group.
8. Add members to the group. You can add them by name or extension number.
9. Press \* when finished adding members.
10. Press 1 to record a message for this group now. Otherwise, press 2.

\* This feature may not be available at your

# Changing Message Groups

As part of setup options, you can hear a list of the message groups you own. You can also delete any message group you own or change the group's number, spelled name, or recorded name.



## To list your message groups

This will list only the message groups you can edit.

1. Press 2 for no until you hear "Access Setup Options?" Press 1 for yes.
2. Press 2 for no until you hear "Change your groups?" Press 1 for yes.
3. Press 2 when asked to create a new group.
4. Press 2 when asked to edit a group.
5. Press 1 to list all your groups.

## To change a group's name or number

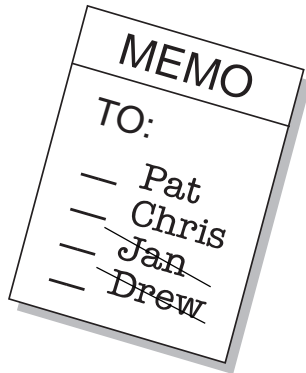
1. Press 2 for no until you hear "Access Setup Options?" Press 1 for yes.
2. Press 2 for no until you hear "Change your groups?" Press 1 for yes.
3. Press 2 to avoid creating a new group.
4. Press 1 when asked to edit a group.
5. Enter the group name or group number.
6. Press 2 until you hear the name of the group you want, then press 1.
7. Press 2 when asked to add members to the group.
8. Press 2 when asked to delete members from the group.
9. Press 2 when asked to list the group members.
10. Press 1 when asked to change the group name or group number.
11. Press 1 to change the group's spelled name or group number. Otherwise, press 2.
12. Press 1 to change the group's recorded name. Otherwise, press 2.

As part of setup options, you can hear a list of the current members of any message group you own. You can add members to the message group or delete members from it.

## Adding Guests to Message Groups

Your guests are special users who can send and receive messages only with you. Since guests can trade messages only with you, you can add them to your private groups, but not to any open groups you own.

Guests do not have extension numbers, so you add them to a group by either spelling their name or pressing their Personal ID.



## To list a message group's members

1. Press 2 for no until you hear "Access Setup Options?" Press 1 for yes.
2. Press 2 for no until you hear "Change your groups?" Press 1 for yes.
3. Press 2 for no when asked to create a new group.
4. Press 1 when asked to edit a group.
5. Enter the group name or group number. Press 2 until you hear the name of the group you want, then press 1.
6. Press 2 when asked to add members to the group.
7. Press 2 when asked to delete members from the group.
8. Press 1 to list the members of the group.
9. Press \* when you are finished listing members.

## To add or delete group members

1. Press 2 for no until you hear "Access Setup Options?" Press 1 for yes.
2. Press 2 for no until you hear "Change your groups?" Press 1 for yes.
3. Press 2 for no when asked to create a new group.
4. Press 1 when asked to edit a group.
5. Enter the group name or group number. Press 2 until you hear the name of the group you want, then press 1.
6. Press 1 to add members to the group. Otherwise, press 2.
7. Press 1 to delete members from the group. Otherwise, press 2.
8. Press \* when you are finished adding or deleting members.

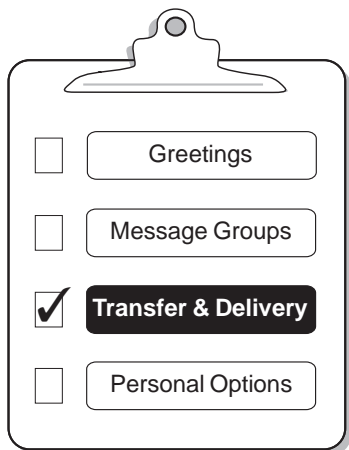
## Keypad Shortcut

When selecting group members by name to delete, you can press the three "wildcards" \* (like 111) to list each group member, then choose who to delete.

\* This feature may not be available at your

# Call Transfer Options

The voice mail system may be set up to transfer calls to you just like a receptionist. If you are unavailable or on another call, the system will take a message for you. If you will be away for a while, you can turn off call transfer or have your calls transferred to a different phone number.



Your system manager can set a variety of call transfer and call screening options that control how calls are transferred to you.\* Depending on these options, you may hear one or more of the following when you answer a call:

- **A beep to announce the call.** This means the call is from an outside line, not an internal extension.
- **“Call for <your name>.”** This is often used if you share an extension with another person.
- **“Call from <caller’s name>.”**
- **“Press 1 to take the call, or 2 and I’ll take a message.”** This prompt lets you confirm whether you want to take the call or not.

In most cases, just stay on the line and say “Hello” as you would normally.

## Two Sets of Transfer Options

Your system manager may create two sets of options for your transferred calls: your call transfer options and your call screening options. You may then turn your call screening options on or off from any touchtone phone, as part of your setup options.

Contact your system manager if you want to adjust your call transfer options.

## To turn call transfer on or off or change where calls are transferred

1. Press 2 for no until you hear “Access Setup Options?” Press 1 for yes.
2. Press 2 for no until you hear “Change your transfer or delivery options?” Press 1 for yes.
3. Press 1 to change call transfer.
4. Press 1 to turn on call transfer or 2 to turn it off.
5. You can change the phone number where calls are transferred, if call transfer is turned on. Up to nine digits may be entered for the phone number.

Note: If call transfer is turned off, callers are sent directly to your voice mailbox.

\* This feature may not be available at your

The system may be set up to screen the calls it transfers to you.\* If call screening is turned on, the system will ask the caller's name. Then it will ring your extension, tell you the caller's name, and ask if you want to take the call. If you don't take the call, the system will take a message for you.

If your system manager has set up call screening options for you, you can turn call screening on or off from any touchtone phone, as part of your setup options.

Contact your system manager if you want to adjust your call screening options or need more information.



## To turn call screening on or off

1. Press 2 for no until you hear "Access Setup Options?" Press 1 for yes.
2. Press 2 for no until you hear "Change your transfer or delivery options?" Press 1 for yes.
3. Press 1 to change call transfer.
4. Press 1 to turn on call transfer or leave it on.
5. You may change the phone number where calls are transferred, if you want. Up to nine digits may be entered for the phone number.
6. Press 1 to turn on call screening or 2 to turn it off.

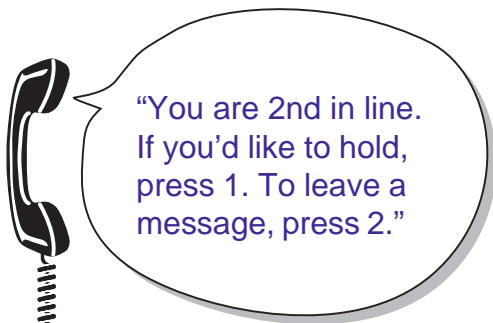
\* This feature may not be available at your

# Call Holding

The system may be set up to allow callers to hold for you.\* If call holding is turned on and your line is busy, callers can hold until you are available or they can leave a message for you. Callers are told how many other calls are already holding.

If your system manager has set up call holding for you, you can turn call holding on or off from any touchtone phone, as part of your setup options.

Your system manager will set up how many calls can hold for you and how long the callers may stay on hold.



## To turn call holding on or off

1. Press 2 for no until you hear "Access Setup Options?" Press 1 for yes.
2. Press 2 for no until you hear "Change your transfer or delivery options?" Press 1 for yes.
3. Press 1 to change call transfer.
4. Press 1 to turn on call transfer or leave it on.
5. You may change the phone number where calls are transferred, if you want. Up to nine digits may be entered for the phone number.
6. Press 1 to turn on call screening or 2 to turn it off.
7. Press 1 to turn on call holding or 2 to turn it off.

\* This feature may not be available at your

Your system may be set up to call you and deliver your messages. The system can dial up to four different phone numbers to deliver messages to you at work, at home, to your pager, or elsewhere. You can have a different schedule for each message delivery phone number. You can also tell the system to deliver only urgent messages.

As part of setup options, you can use any touchtone phone to turn message delivery on or off, change your delivery phone numbers and schedules, or switch to urgent message delivery only. In some cases, you may have to ask the system manager to set up urgent-only delivery for you.

You can also ask your system manager to set a delay on various delivery numbers. This will make the system try a particular delivery number first, then try other delivery numbers only if necessary.

Use the space on this page to plan the phone numbers and schedules you want for message delivery.

## To change message delivery

1. Press 2 for no until you hear "Access Setup Options?" Press 1 for yes.
2. Press 2 for no until you hear "Change your transfer or delivery options?" Press 1 for yes.
3. Press 2 for no to avoid changing call transfer.
4. Press 1 to change your message delivery options.
5. Press 2 until you hear the delivery number you want, then press 1.
6. Press 1 to turn delivery on for that number or 2 to turn it off.
7. Press 1 to change the phone number. Otherwise, press 2. When you enter a phone number, press \* to end it.
8. Press 1 to change the delivery schedule. Otherwise, press 2.
9. Press 1 to have only urgent messages delivered to this number. Otherwise, press 2.
10. You may change the remaining message delivery numbers too, if you want.



Write your message delivery numbers and schedule here

Work phone \_\_\_\_\_ from \_\_:\_\_ to \_\_:\_\_ S M T W T F S

Home phone \_\_\_\_\_ from \_\_:\_\_ to \_\_:\_\_ S M T W T F S

Pager phone \_\_\_\_\_ from \_\_:\_\_ to \_\_:\_\_ S M T W T F S

Spare phone \_\_\_\_\_ from \_\_:\_\_ to \_\_:\_\_ S M T W T F S

# Your Security Code

A security code protects your privacy. It keeps someone else from using your Personal ID to listen to your messages. While your Personal ID never changes, you can change your security code as often as you like so that others can't guess it.

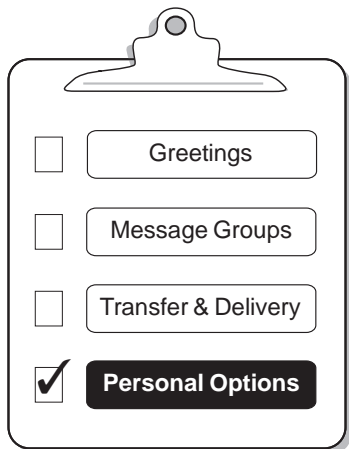
Your personal security code should be 3 to 10 digits long. Longer security codes offer more

protection. If you have letters on your telephone keypad, you can spell a word for your security code. Pick a security code that would be hard for a stranger to guess.

As part of setup options, you can change or delete your security code from any touchtone phone. Only you should know your security code.

## If You Forget Your Security Code

Your system manager cannot look up or change your security code, but it can be deleted. If you forget your security code, ask the system manager to delete your security code at the system console. You should then *immediately* call the system using your Personal ID and set a new security code.



## Change Security Code

Re-Record Name

Re-Spell Name

Directory Listing On/Off

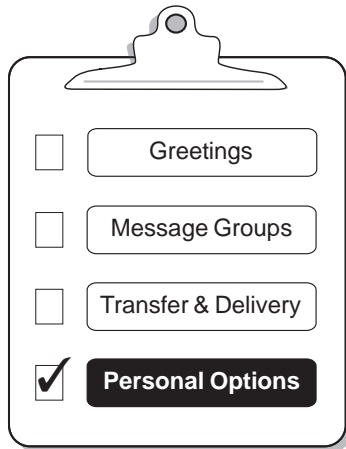
## To change your security code

1. Press 2 for no until you hear "Access Setup Options?" Press 1 for yes.
2. Press 2 for no until you hear "Change your personal options?" Press 1 for yes.
3. Press 1 to change your security code.

## If you forget your security code

1. Ask the system manager to *delete* your current security code at the console.
2. Immediately call the system, using your Personal ID.
3. Press 2 for no until you hear "Access Setup Options?" Press 1 for yes.
4. Press 2 for no until you hear "Change your personal options?" Press 1 for yes.
5. Press 1 to set your new security code.

You can record your name in your own voice on the system. The system uses your recorded name to identify both you and your messages to other callers. Without a recorded name, the system identifies you only by extension number.



## Spelled Name

If your telephone keypad has letters, you can also spell your name for the system.

As part of setup options, you can change your recorded name and your spelled name from any touchtone phone.

Change Security Code

Re-Record Name

Re-Spell Name

Directory Listing On/Off

## To change your recorded name

1. Press 2 for no until you hear “Access Setup Options?” Press 1 for yes.
2. Press 2 for no until you hear “Change your personal options?” Press 1 for yes.
3. Press 2 to avoid changing your security code.
4. Press 1 to change your recorded name.
5. Press 1 to confirm that you want to record it. Otherwise, press 2.

## To change your spelled name

1. Press 2 for no until you hear “Access Setup Options?” Press 1 for yes.
2. Press 2 for no until you hear “Change your personal options?” Press 1 for yes.
3. Press 2 to avoid changing your security code.
4. Press 2 to avoid changing your recorded name.
5. Press 1 to change your spelled name.
6. Press 1 to confirm that you want to change it. Otherwise, press 2.

Once you are familiar with the system's features, you can use several keypad shortcuts to accelerate your answers and commands to the system.

These shortcuts are most often used when you are changing your setup options.

## Dial Ahead

You can always press a key *before* the system finishes asking a question. As soon as you know what your choice is, press the appropriate key. The system will continue on to the next question or action.

For tasks you do routinely, you can quickly press a sequence of keys in advance of the questions you normally hear. For example, after you enter your Personal ID and security code, you can immediately press 2 2 1 to accelerate directly to leaving a message.

## Speed Key Sequences

The system also has a set of speed key sequences that you can use to jump directly to particular options or actions. These sequences use the 4 through 7 keys on your telephone, so they are easy to remember.

For example, after you enter your Personal ID and security code, you can press 7 4 5 to switch between your standard and alternate personal greeting.

Here is a list of the most common speed key sequences.

## Speed Key Help

If you ever want to know what the speed keys are for a particular question in the system's yes-and-no conversation, just press 3 while listening to that question. You'll hear a help menu that lists the speed key for each option associated with that question.

Action	Press Personal ID + Security Code +	Action	Press Personal ID + Security Code +
Check new messages	<b>4</b>	Change your security code	<b>774</b>
Leave a message	<b>5</b>	Change call transfer options	<b>764</b>
Review old messages	<b>6</b>	Turn call transfer off	<b>7642</b>
Change setup options	<b>7</b>	Turn call transfer on	<b>7641</b>
Switch personal greetings	<b>745</b>	Change phone number for call transfer	<b>76414</b>
Add a message group	<b>754</b>	Turn call screening options on/off	<b>76415</b>
Edit a message group	<b>755</b>	Turn call holding on/off	<b>76416</b>
List your message groups	<b>756</b>	Change your recorded name	<b>775</b>

Some subscribers are accustomed to hearing a menu-based conversation when using voice mail. If you prefer menus, your system manager can set you up for menu operation. You will then hear a series of quick option menus in place of the system's yes-and-no questions.

### The Main Menu

The quick option menus have the same organization and features as was described for the yes-and-no conversation. The Main Menu has four options: check new messages, leave messages, review old messages, and change setup options.

### Keys Used for Menus

- Use the 4 through 7 keys on your telephone to choose options from the menus.
- Press 3 to repeat the current menu options.
- Press \* to return to the Main Menu.
- Press # to step back one level to the previous menu.

### Speed Key Sequences

The speed key sequences listed on the previous page can also be used in menu mode, just as they are used with the yes-and-no questions.

### Quick Option Menu Chart

A complete chart of the system's quick option menus appears on the next page.

## Main Menu

Check New Messages 4

Leave Messages 5

Review Old Messages 6

Change Setup Options 7

# 26 Quick Option Menus

- 3** = Current Menu
- \*** = Return to Main Menu
- #** = Step Back to Previous Menu

Main Menu	
Check New Messages	4
Leave Messages	5
Review Old Messages	6
Change Setup Options	7

Setup Options	
Greetings	4
Groups	5
Transfer & Delivery	6
Personal Options	7

Greetings	
Hear Current Greeting	4
Switch Greetings	5
Edit Standard Greeting	6
Edit Alternate Greeting	7

Groups	
Create a Group	4
Edit Your Groups	5
List Your Groups	6
Delete a Group	7

Transfer & Delivery	
Change Call Transfer	4
Message Delivery	5

Personal Options	
Change Security Code	4
Re-Record Name	5
Re-Spell Name	6
Directory Listing On/Off	7

Edit Groups	
Add Members	4
Delete Members	5
List Members	6
Change Group Name	7

Change Transfer	
Change Phone Number	4
Call Screening On/Off	5
Call Holding On/Off	6

Message Delivery	
Work Phone On/Off	4
Home Phone On/Off	5
Pager Phone On/Off	6
Spare Phone On/Off	7

Change Delivery	
Change Phone Number	4
Change Schedule	5
Urgent Only On/Off	6

## Message Playback

4



Slower

5



Soft/Loud

6



Faster

7



Backward

8



Pause

9



Forward

## Message Recording

8



Pause

\*



Stop

#



Start Over

Yes

1

No

2

Quick Help

3

4

5

6

7

8

9

\*

Stop

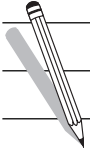
0

#

Repeat

Main Menu Options

## NOTES



## Quick Option Menus

**3** = Current Menu

**\*** = Return to Main Menu

**#** = Step Back to Previous Menu

Main Menu	
Check New Messages	4
Leave Messages	6
Review Old Messages	6
Change Setup Options	7

Setup Options	
Greetings	4
Groups	5
Transfer & Delivery	6
Personal Options	7

Greetings	
Hear Current Greeting	4
Switch Greetings	5
Edit Standard Greeting	6
Edit Alternate Greeting	7

Groups	
Create a Group	4
Edit Your Groups	5
List Your Groups	6
Delete a Group	7

Transfer & Delivery	
Change Call Transfer	4
Message Delivery	5

Personal Options	
Change Security Code	4
Re-Record Name	5
Re-Spell Name	6
Directory Listing On/Off	7

Edit Groups	
Add Members	4
Delete Members	5
List Members	6
Change Group Name	7

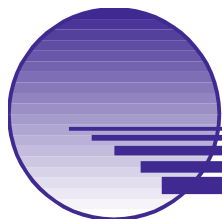
Change Transfer	
Change Phone Number	4
Call Screening On/Off	5
Call Holding On/Off	6

Message Delivery	
Work Phone On/Off	4
Home Phone On/Off	5
Pager Phone On/Off	6
Spare Phone On/Off	7

Change Delivery	
Change Phone Number	4
Change Schedule	5
Urgent Only On/Off	6

**Panasonic**<sup>®</sup>

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Digital Business System



# PanaVOICE

## Integrated Voice Processing System

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### Key Use

1

Yes

2

No

3

Current  
Menu

#### Message Playback

4



Slower

5



Soft/Loud

6



Faster

7



Backward

8



Pause

9



Forward

#### Message Recording

8



Pause

\*



Stop

#



Start  
Over

### Keypad Shortcuts

#### Press Personal ID + Security Code +

Switch personal greetings.....	745
Change your security code.....	774
Turn call transfer off.....	7642
Turn call transfer on.....	7641
Change telephone number for call transfer.....	76414
Turn call screening options on/off.....	76415
Turn call holding on/off.....	76416
Add a message group.....	754
Edit a message group.....	755
List your message groups.....	756
Change your recorded name.....	775

Name \_\_\_\_\_

Personal ID \_\_\_\_\_

Dial PanaVOICE \_\_\_\_\_

From Outside \_\_\_\_\_

System Manager \_\_\_\_\_

Extension \_\_\_\_\_

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**DSS**<sup>™</sup>  
Digital Business System

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